CrediCorp

NOTICE

Planned Maintenance Outages Notice

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UK direct lender
Short-term business credit to limited companies & LLPs

No personal guarantee
We never ask a director to guarantee the company's borrowing

100% cost cap
Total cost of credit is capped at 100% of the amount borrowed

1. Purpose

Credicorp Limited uses this notice to explain how planned maintenance and unplanned outages affect the website, customer portal, and related servicing tools.

2. Our service states

- **Normal mode**: the site and portal are available as usual.
- **Restricted mode**: essential servicing remains available, but non-essential flows such as fresh applications, document uploads, or calculator tools may be paused.
- **Maintenance page mode**: a temporary branded status page is shown while we perform work that cannot safely run in the background.

3. What stays available where possible

Where we can, we keep the following live during restricted operation:

- Sign-in and account access.
- Payment and statement viewing.
- Message and support channels.
- Hardship or payment-arrangement requests.

4. What may be paused

During a planned maintenance window we may pause:

- New applications.
- Product comparison tools.
- Rate preview and quote generation.
- Non-essential marketing pages.
- Document generation or downloads that rely on a changed backend service.

5. Notice and timing

Where maintenance is planned, we will try to warn customers in advance and give a realistic return time. Where a fault is unplanned, we will update the status page or support channels as soon as we can.

6. Effect on customer obligations

Maintenance or an outage does not cancel a signed agreement. The underlying borrowing, repayment, or fee obligations remain governed by the agreement and any written variation.

If a payment cannot be processed because of our own outage or a maintenance window we have announced, we will not treat the customer as at fault for that failure.

7. Customer actions during an outage

- If you can still sign in, use the portal to make payments or send a support message.
- If the portal is unavailable, use the contact details shown on the status page or in your agreement correspondence.
- If a due payment is at risk, tell us early so we can move to a payment arrangement or hardship review.

8. No service-level guarantee

This notice is about transparency, not a promise of uninterrupted service. We aim for reliable availability, but the site and portal are not guaranteed to be online at every moment.

9. Priority

This notice sits behind the signed agreement and any written variation of it. It explains operational handling only.

About Credicorp Limited

Company: Credicorp Limited (UK) Companies House: 16093826

ICO registration: ZC157682

Registered office: Suite Au31848, 9 Skyport Drive, Harmondsworth, West Drayton, UB7 0LB

Business: UK direct lender of short-term business credit to limited companies & LLPs

Official site: credicorp.co.uk

Independent UK business lender. Lending to companies is not a regulated credit agreement within Article 60B of the FSMA 2000 (Regulated Activities) Order 2001. No director personal guarantees; total cost of credit capped at 100% of principal. Verify this document and the company's official domains at **credicorp.co.uk/legal/**.